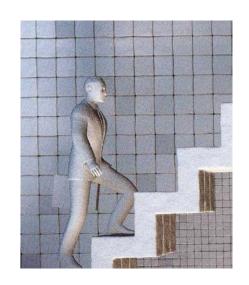
SCHOOLS CHANNEL

DIRECT LOAN SCHOOL RELATIONS
ATLANTA



"Fed-Up" Team Roster

Connie Kaschub
Columbus Lee
Ron Hudson
Ken Banks
Paul Kaeser
John Pierson
Laura Hall
Keisha Berkley
Wood Mason
Opal Dobbins

Increase
Customer
Satisfaction

Increase
Employee
Satisfaction

Improve
Integrity



Performance Score

FSA Results

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal		
Customer Satisfaction	72.9	74.2				74.4 (2002)		
(Scale 1 – 100)								
Employee Satisfaction	3.51	3.74				3.60 (2004)		
(Scale $1-5$)								
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)		
Integrity: Achieve a Clean Audit & Get Off the High Risk List								

Team Results

		2000	Q2- 2001	Q4- 2001	Q2- 2002	Q4- 2002
CUSTOMER SATISFACTION	ACSI	80.6	82.2			
	Other survey					
EMPLOYEE SATISFACTION		3.38	3.29			
UNIT COST	Your Portion		\$.03		\$.02	
	Other					

Contributions	Status	
(1) Promote Late Stage Delinquency Assistance among Direct Loan schools in Region IV.	6/30/03	
(2) Help schools reduce their ending cash balance.	12/31/02	
(3) Promote and enhance the effectiveness and impact of technical and programmatic site visits to schools.	Ongoing	
(4) Recognize and reward individual/team accomplishments.	Ongoing	